

Dealing With Difficult People...

Even if One of Them Happens to Be You



Sharon Roberts
Roberts & Roberts
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Description

Difficult people ... every project has them, and you may even be one of them and perhaps not know it. These are often highly-creative and technically-savvy individuals, but they may also be high-strung, intransigent, and temperamental—to mention only a few of the behavioral challenges they pose. But difficult people are not necessarily vocal or visible agitators, they can also be individuals who fear conflict and prefer “artificial” harmony for the sake of keeping the peace. Dealing with difficult people has always been problematic, but the complex interplay of socio-technical factors in today’s projects makes it impossible to ignore their behavior or to expect others to simply “go along to get along.”

This course builds practical skills in dealing with difficult people and also recognizing the things you may be doing (perhaps unwittingly) to trigger and sustain a cycle of destructive behavior. It also addresses the issue of “designing” an environment where constructive differences of opinion are encouraged, but destructive conflict is avoided ... how you, as a project manager or team leader, can, and must, take an active role to ensure every individual is an asset, rather than a liability, to the project.

Duration: half-day seminar

Instructor: Sharon Roberts

Sharon Roberts Testimonials

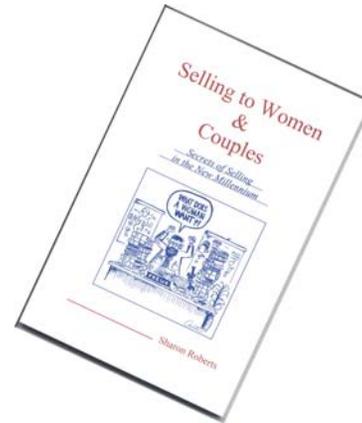
"Your combination of wit and grace allowed you to effectively get your point across: the prize will be won by those of us who understand and adjust our behaviors."

"You were very well received by this group! We normally see a stampede of people leaving early on our last day . . . but for you they were glued to their seats . . . that is a huge compliment from our members! Thank you for taking the time to come and speak to our group. I am sure that we will work together again!"

"I wanted to thank you for such a great presentation to the folks at our convention. What was especially rewarding was how you were having so much fun and were able to ADD humor to enhance learning and acceptance. I look forward to discussing how we can work together in the future. On behalf of the entire team, thank you for making this event a huge success!"

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Dealing With Difficult People ... Even if One of Them Happens to Be Me



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